



PHA Winter Newsletter



DECEMBER 2020

*Merry Christmas and A Happier New Year
for 2021 to all our Tenants and Customers.*

**LET'S HOPE LOCKDOWN IS A DISTANT MEMORY IN 2021 AND
WE CAN OPEN OUR NEW OFFICE TO WELCOME ALL OF YOU.**

Paisley Housing Association will be closed for business on **Thursday 24th December at 12.30pm** and will be reopen on **Wednesday 6th Jan at 9am**. We will operate an emergency repairs service over the Festive period.

Let's get 2021 off to a good start!

On top of the usual stretching of finances at Christmas, we know that Covid 19 has brought additional stress to many this year.

We have been supporting people throughout the pandemic and with Christmas on the way it is even more important that people contact us if they are struggling with their rent payments. Our Housing Officers and our Welfare Benefits Team are here to help. You can contact your Housing Officer by telephone or text message or you can email them at admin@paisleyha.org.uk

Our Housing Officers are here to help, please call or text;

Jackie McLachlan
0141 583 4125 • 07737682961

Samantha Templeton
0141 583 4129 • 07782558778

Anton Nugent
0141 583 4127 • 07735906614

George Gray
0141 583 4107 • 07735821778

Don't wait for us to contact you and let the problem get more serious, let us help you have a Merry stress free Christmas and the chance for a better year in 2021.



The Association has submitted their Annual Assurance Statement to the SHR and is available to view on our website at www.paisleyha.org.uk

We close for the Christmas holidays at **12.30 on 24th December** and re open at **9am on Wednesday 6th January**. Over this period you will be able to report emergency repairs to the contractors listed below.

For Tenants	Contractor/ Contract	Telephone
General Emergencies	Paisley HA	0141 889 7105 – pick appropriate trade required and be put through to the contractor
Gas Heating Problems	GAS SURE	01294 468 113
Wet Electric Heating Problems-Oliphant Court/Lylesland Court	GAS SURE	01294 468 113
Lift – Oliphant Court	STANNAH	0141 882 9946
Common Heating System	City Technical	0844 579 6493
In Buildings we do not factor		
General Emergencies in common areas www.ross-liddell.com/emergency-contractors	ROSS & LIDDELL	0141 221 9266 Option4
General Emergencies in common areas	91BC	0800 689 0675
For Factored Owners		
In common areas only	PSPS	0141 889 7105 – pick appropriate trade required
For Owners on our Block Insurance Policy. See PHA website for detailed info.	Bruce Stevenson	When office open 0131 553 2293 Major Emergencies 0121 411 0535
	Questgates	Loss Adjuster 07592 111879

Sometimes Contractors/Numbers change but you will always get through to the contractor using our main office number after hours /in holiday periods.

Keep an eye on our web site www.paisleyha.org.uk for any updates on our service over the holiday period.

Not an emergency? Call us with non emergency repairs

when we reopen. You can report via our web site or to: admin@paisleyha.org.uk but please note that these will not be checked and dealt with until 6th January. Always call the contractors for emergencies.

Facebook messages & emails via our website – these will not be checked from Christmas Eve until our return on 6th January - we will respond after 6th January

Getting rid of Bulk is always a problem over the holiday

Please don't make it a problem for your neighbours

Our last Bulk list of the year goes to Caledonian on the afternoon of 23rd December. The next will be 6th January so please keep reporting to the bulk line 0141 583 4102 or admin@paisleyha.org.uk so we can deal with these quickly.

Please don't store things in the close or on the landings – including bikes or prams, packaging from deliveries which you intend to take down to the bins. Don't put your family at risk in case of fire.

Renfrewshire Cleansing is operating with its published schedule of uplifts for your area. If in doubt please check the Council website. Do not leave black bags to be ripped open and mixed with bulk. These will not be lifted by Caledonian and you will have to pay for the clean up. Not to mention the chance of unwanted Xmas rodent 'visitors'...

Keeping safe this winter

Prevent freezing pipes

During a cold snap, keep your heating on at a low temperature. It could help prevent pipes freezing. For advice on making your home cheaper and quicker to heat. Call Home Energy Scotland on 0808 808 2282.

If you are not going to be at home for the holiday period, or longer, we could help by draining down your home-phone the repair line 0141 583 4100 by 22nd December and talk to us.

Keeping your home secure

Thieves and bogus callers could be operating in your area. Lock all windows and doors, don't leave gifts in view of the windows and keep cash in your home to a minimum. Always make sure who you are letting into the common close via intercom. If in doubt, don't open. Report any suspicion activities to police (101, or 999 in emergency).